# IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

ANDREW R. PERRONG 1657 THE FAIRWAY #131 JENKINTOWN, PA 19046

Plaintiff,

VS.

MORTGAGE BANK OF CALIFORNIA D/B/A MBANC 1141 HIGHLAND AVE. SUITE C MANHATTAN BEACH, CA 90266

Defendant.

Case No.

JURY TRIAL DEMANDED

### **COMPLAINT**

# **Preliminary Statement**

- 1. Telemarketing calls are intrusive. A great many people object to these calls, which interfere with their lives, tie up their phone lines, and cause confusion and disruption on phone records. Faced with growing public criticism of abusive telephone marketing practices, Congress enacted the Telephone Consumer Protection Act of 1991. Pub. L. No. 102-243, 105 Stat. 2394 (1991) (codified at 47 U.S.C. § 227). As Congress explained, the law was a response to Americans 'outraged over the proliferation of intrusive, nuisance calls to their homes from telemarketers' *id.* § 2(6), and sought to strike a balance between '[i]ndividuals' privacy rights, public safety interests, and commercial freedoms' *id.* § 2(9).
- 2. "The law opted for a consumer-driven process that would allow objecting individuals to prevent unwanted calls to their homes. The result of the telemarketing regulations was the national Do-Not-Call registry. *See* 47 C.F.R. § 64.1200(c)(2). Within the federal

government's web of indecipherable acronyms and byzantine programs, the Do-Not-Call registry stands out as a model of clarity. It means what it says. If a person wishes to no longer receive telephone solicitations, he can add his number to the list. The TCPA then restricts the telephone solicitations that can be made to that number. See id.; 16 C.F.R. § 310.4(b)(iii)(B) ('It is an abusive telemarketing act or practice and a violation of this Rule for a telemarketer to . . . initiat[e] any outbound telephone call to a person when . . . [t]hat person's telephone number is on the "do-not-call" registry, maintained by the Commission.')...Private suits can seek either monetary or injunctive relief. Id... This private cause of action is a straightforward provision designed to achieve a straightforward result. Congress enacted the law to protect against invasions of privacy that were harming people. The law empowers each person to protect his own personal rights. Violations of the law are clear, as is the remedy. Put simply, the TCPA affords relief to those persons who, despite efforts to avoid it, have suffered an intrusion upon their domestic peace." Krakauer v. Dish Network, L.L.C., 925 F.3d 643, 649-50 (4th Cir. 2019).

- 3. Mortgage Bank of California ("MBANC") made telemarketing calls and sent telemarketing text messages to Mr. Perrong's residential number listed on the National Do Not Call Registry, which is prohibited by the TCPA.
- 4. MBANC did so despite the fact that Mr. Perrong had requested not to be contacted, which is prohibited by the TCPA.
- 5. The Plaintiff never consented to receive the calls and text messages complained of herein, which were placed to him for telemarketing purposes.

#### **Parties**

6. Plaintiff Andrew Perrong is a Pennsylvania resident, and a resident of this District.

7. Defendant Mortgage Bank of California is a California corporation with its principal place of business in Manhattan Beach, CA. The Defendant accepts process through its headquarters and main office at 1141 Highland Ave., Suite C, Manhattan Beach, CA 90266. Defendant is registered and licensed to do business in this District, including by lending mortgages to borrowers in this District and does business in this District, as it attempted to do with the Plaintiff.

# **Jurisdiction & Venue**

- 8. The Court has subject-matter jurisdiction under 28 U.S.C. § 1331 because the Plaintiff's claims arise under federal law.
- 9. This Court has jurisdiction over the Defendant. MBANC regularly engages in business in this District, including making telemarketing calls into this District and soliciting business from this District for its mortgage programs. Furthermore, MBANC provides Pennsylvania residents with mortgage banking services in this District.
- 10. Venue is proper under 28 U.S.C. § 1391(b)(2) because a substantial part of the events or omissions giving rise to the claim occurred in this District, as the telemarketing calls to the Plaintiff occurred in this District.

#### **The Telephone Consumer Protection Act**

11. In 1991, Congress enacted the TCPA to regulate the explosive growth of the telemarketing industry. In so doing, Congress recognized that "[u]nrestricted telemarketing . . . can be an intrusive invasion of privacy [.]" Telephone Consumer Protection Act of 1991, Pub. L. No. 102-243, § 2(5) (1991) (codified at 47 U.S.C. § 227).

# The National Do Not Call Registry

- 12. The National Do Not Call Registry allows consumers to register their telephone numbers and thereby indicate their desire not to receive telephone solicitations at those numbers. *See* 47 C.F.R. § 64.1200(c)(2).
- 13. A listing on the Registry "must be honored indefinitely, or until the registration is cancelled by the consumer or the telephone number is removed by the database administrator." *Id*.
- 14. The TCPA and implementing regulations prohibit the initiation of telephone solicitations to residential telephone subscribers on the Registry and provides a private right of action against any entity that makes those calls, or "on whose behalf" such calls are promoted.

  47 U.S.C. § 227(c)(5); 47 C.F.R. § 64.1200(c)(2).
- 15. The TCPA and its implementing regulations also prohibit the initiation of telephone solicitations to residential telephone subscribers who have previously inquired about a seller's product or service but then requested not to be contacted. 47 U.S.C. § 227(c)(5); 47 C.F.R. § 64.1200(f)(5)(i); 47 C.F.R. § 64.1200(d)(3).

### **Factual Allegations**

- 16. MBANC is a mortgage lender that loans money to residential borrowers in multiple states, including Pennsylvania.
  - 17. To generate business, MBANC relies on telemarketing.
- 18. Those calls violate the TCPA when they are made to residential consumers on the National Do Not Call Registry who have revoked their consent to be contacted, or when the caller lacked any such consent to begin with.

#### The Calls to Mr. Perrong

- 19. Plaintiff Perrong is a "person" as defined by 47 U.S.C. § 153(39).
- 20. Plaintiff's residential telephone number is (215) 208-XXXX.
- 21. Mr. Perrong listed that number on the National Do Not Call Registry on December 18, 2014 and has not removed it from the Registry since that time.
  - 22. Mr. Perrong uses the number for personal, residential, and household reasons.
  - 23. The number is not associated with any business.
- 24. On January 14, 2021, the Plaintiff inquired about getting a residential mortgage from Defendant.
- 25. Almost immediately, Plaintiff began to receive telemarketing calls and text messages from Defendant in order to induce him to get a mortgage from Defendant. At this time, Plaintiff does not contend that such contacts violated any law or statute.
- 26. Plaintiff grew increasingly frustrated with the frequency and volume of the calls, which disrupted him. During a telephone call on or about January 15, 2021, Plaintiff stated that he was busy that week and would call Defendant back the next week.
- 27. Plaintiff then received a telemarketing text message on January 16, 2021 from the caller ID 424-306-1960. The message stated, "Good afternoon. We received your internet inquiry and would like to assist you with your property purchase. Let's go over the details. 323-835-4800 Mary Mandigma Mbanc."
- 28. The Plaintiff then replied to the 424-306-1960 number at 4:10 PM on January 16: "Apparently you don't understand the meaning of I will

call you next week. So in that case don't call me ever again take me off your list and I'll go to some other lender."

- 29. From this point forward, any calls or text messages Plaintiff received broke the law because Plaintiff revoked his consent to be contacted by the Defendant.
- 30. Despite this clear revocation of consent to be contacted, Plaintiff continued to receive calls and text messages from the Defendant.
- 31. Specifically, Plaintiff received a message on January 20, 2021 from the caller ID 424-306-1960 The message stated, "Good afternoon. We received your internet inquiry and would like to assist you with your property purchase. Let's go over the details. 323-835-4800 Mary Mandigma Mbanc."
- 32. Plaintiff received more messages. On February 12, 2021, Plaintiff received a message from the caller ID 424-317-9685. The message stated, "Hi Andrew, Do you need my help with your Purchase Home Loan based on bank statements? I am free to discuss now! -Jerry with Mbanc."
- 33. The Plaintiff then politely replied to the 424-317-9685 number at 6:11 PM confirming he did not want to be contacted: "Sorry deal fell through. Will reach out if I find another property."
- 34. Throughout the subsequent months, Plaintiff received multiple additional calls from the Defendant, but he is ignorant as to when and from what numbers they were placed. Plaintiff alleges that he will uncover such illegal contacts through discovery.
- 35. Finally, on June 30, 2022, Plaintiff received a call from Defendant. This time, the call came from 949-359-2280 at 11:14 AM. Plaintiff spoke with a representative on the call who

asked if he was interested in a mortgage from Defendant. Plaintiff responded to the agent that he thought that he had told Defendant not to call, or something to that effect.

- 36. All of the telemarketing calls and text messages were made to promote MBANC's mortgage services.
- 37. Plaintiff was harmed by these calls. He was temporarily deprived of legitimate use of his phone because the phone line was tied up during the telemarketing calls and his privacy was improperly invaded. Plaintiff was charged for the calls. The text messages wasted network bandwidth and storage space. Moreover, these calls injured Plaintiff because they were frustrating, obnoxious, annoying, were a nuisance and disturbed the solitude of Plaintiff.

#### FIRST CAUSE OF ACTION

# Telephone Consumer Protection Act (Violations of 47 U.S.C. § 227)

- 38. Plaintiff repeats the prior allegations of this Complaint and incorporates them by reference herein.
- 39. The foregoing acts and omissions of Defendant and/or its affiliates, agents, and/or other persons or entities acting on Defendant's behalf constitute numerous and multiple violations of the TCPA, 47 U.S.C. § 227, by making telemarketing calls, except for emergency purposes, to the Plaintiff despite having revoked consent to be contacted.
  - 40. The Defendant's violations were negligent, willful, or knowing.
- 41. As a result of Defendant's and/or its affiliates, agents, and/or other persons or entities acting on Defendant's behalf violations of the TCPA, 47 U.S.C. § 227, Plaintiff is entitled to an award of between \$500 and \$1,500 in damages for each and every call made.
- 42. Plaintiff is also entitled to and does seek injunctive relief prohibiting Defendant and/or its affiliates, agents, and/or other persons or entities acting on Defendant's behalf from

making telemarketing calls to the Plaintiff when he has revoked consent, except for emergency

purposes, in the future.

PRAYER FOR RELIEF

WHEREFORE, Plaintiff prays for the following relief:

A. A declaration that Defendant and/or its affiliates, agents, and/or other related

entities' actions complained of herein violate the TCPA.

B. An order enjoining Defendant and/or its affiliates, agents, and/or other persons or

entities acting on Defendant's behalf from making calls, except for emergency purposes, to the

Plaintiff when he has revoked consent.

C. Because of Defendant's violations of the TCPA, Plaintiff seeks for himself \$500

in damages for each violation or-where such regulations were willfully or knowingly

violated—up to \$1,500 per violation, pursuant to 47 U.S.C. § 227(c)(5).

D. Orders granting such other and further relief as the Court deems necessary, just,

and proper.

Plaintiff requests a jury trial as to all claims of the complaint so triable.

Dated: August 3, 2022

Andrew R. Perrong *Plaintiff Pro-Se* 

1657 The Fairway #131 Jenkintown, PA 19046

Phone: 215-791-6957 Facsimile: 888-329-0305

andyperrong@gmail.com

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The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON NEXT PAGE OF THIS FORM.)

purpose of initiating the civil de	ocket sheet. (SEE INSTRUCT	TIONS ON NEXT PAGE O	*		
I. (a) PLAINTIFFS			DEFENDANT	S	
ANDREW R. PE	RRONG		MORTGAGE BANK OF CALIFORNIA D/B/A MBANC		
		EO/A/NI DA 40046	1141 HIGHLAND AVE. C MANHATTAN BEACH, CA 90266		
1007 THE FAIR	WAY #131, JENKIN	•			,
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(c) Attorneys (Firm Name, 1	Address, and Telephone Number	•)	Attorneys (If Known	)	
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IV. NATURE OF SUIT				Click here for: Nature of S	uit Code Descriptions.
CONTRACT	TOI	RTS	FORFEITURE/PENALTY	BANKRUPTCY	OTHER STATUTES
110 Insurance	PERSONAL INJURY	PERSONAL INJURY	625 Drug Related Seizure	422 Appeal 28 USC 158	375 False Claims Act
120 Marine	310 Airplane	365 Personal Injury -	of Property 21 USC 881	423 Withdrawal	376 Qui Tam (31 USC
130 Miller Act	315 Airplane Product	Product Liability	690 Other	28 USC 157	3729(a))
140 Negotiable Instrument	Liability	367 Health Care/		INTELLECTUAL	400 State Reapportionment
150 Recovery of Overpayment	320 Assault, Libel &	Pharmaceutical		PROPERTY RIGHTS	410 Antitrust
& Enforcement of Judgment 151 Medicare Act	Slander 330 Federal Employers'	Personal Injury Product Liability		820 Copyrights	430 Banks and Banking 450 Commerce
152 Recovery of Defaulted	Liability	368 Asbestos Personal		830 Patent 835 Patent - Abbreviated	460 Deportation
Student Loans	340 Marine	Injury Product		New Drug Application	470 Racketeer Influenced and
(Excludes Veterans)	345 Marine Product	Liability		840 Trademark	Corrupt Organizations
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160 Stockholders' Suits	355 Motor Vehicle	371 Truth in Lending	Act		x 485 Telephone Consumer
190 Other Contract	Product Liability	380 Other Personal	720 Labor/Management	SOCIAL SECURITY	Protection Act
195 Contract Product Liability	360 Other Personal	Property Damage	Relations	861 HIA (1395ff)	490 Cable/Sat TV
196 Franchise		385 Property Damage	740 Railway Labor Act	862 Black Lung (923)	850 Securities/Commodities/
	362 Personal Injury - Medical Malpractice	Product Liability	751 Family and Medical Leave Act	863 DIWC/DIWW (405(g)) 864 SSID Title XVI	Exchange 890 Other Statutory Actions
REAL PROPERTY	CIVIL RIGHTS	PRISONER PETITION		865 RSI (405(g))	891 Agricultural Acts
210 Land Condemnation	440 Other Civil Rights	Habeas Corpus:	791 Employee Retirement	003 KBI (403(g))	893 Environmental Matters
220 Foreclosure	441 Voting	463 Alien Detainee	Income Security Act	FEDERAL TAX SUITS	895 Freedom of Information
230 Rent Lease & Ejectment	442 Employment	510 Motions to Vacate		870 Taxes (U.S. Plaintiff	Act
240 Torts to Land	443 Housing/	Sentence		or Defendant)	896 Arbitration
245 Tort Product Liability	Accommodations	530 General		871 IRS—Third Party	899 Administrative Procedure
290 All Other Real Property	445 Amer. w/Disabilities -	535 Death Penalty	IMMIGRATION	26 USC 7609	Act/Review or Appeal of
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VI. CAUSE OF ACTION	Brief description of cau	ice.	,		
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#### INSTRUCTIONS FOR ATTORNEYS COMPLETING CIVIL COVER SHEET FORM JS 44

Authority For Civil Cover Sheet

The JS 44 civil cover sheet and the information contained herein neither replaces nor supplements the filings and service of pleading or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. Consequently, a civil cover sheet is submitted to the Clerk of Court for each civil complaint filed. The attorney filing a case should complete the form as follows:

- **I.(a) Plaintiffs-Defendants.** Enter names (last, first, middle initial) of plaintiff and defendant. If the plaintiff or defendant is a government agency, use only the full name or standard abbreviations. If the plaintiff or defendant is an official within a government agency, identify first the agency and then the official, giving both name and title.
- (b) County of Residence. For each civil case filed, except U.S. plaintiff cases, enter the name of the county where the first listed plaintiff resides at the time of filing. In U.S. plaintiff cases, enter the name of the county in which the first listed defendant resides at the time of filing. (NOTE: In land condemnation cases, the county of residence of the "defendant" is the location of the tract of land involved.)
- (c) Attorneys. Enter the firm name, address, telephone number, and attorney of record. If there are several attorneys, list them on an attachment, noting in this section "(see attachment)".
- II. Jurisdiction. The basis of jurisdiction is set forth under Rule 8(a), F.R.Cv.P., which requires that jurisdictions be shown in pleadings. Place an "X" in one of the boxes. If there is more than one basis of jurisdiction, precedence is given in the order shown below.

  United States plaintiff. (1) Jurisdiction based on 28 U.S.C. 1345 and 1348. Suits by agencies and officers of the United States are included here. United States defendant. (2) When the plaintiff is suing the United States, its officers or agencies, place an "X" in this box.

  Federal question. (3) This refers to suits under 28 U.S.C. 1331, where jurisdiction arises under the Constitution of the United States, an amendment to the Constitution, an act of Congress or a treaty of the United States. In cases where the U.S. is a party, the U.S. plaintiff or defendant code takes precedence, and box 1 or 2 should be marked.

  Diversity of citizenship. (4) This refers to suits under 28 U.S.C. 1332, where parties are citizens of different states. When Box 4 is checked, the citizenship of the different parties must be checked. (See Section III below; NOTE: federal question actions take precedence over diversity cases.)
- III. Residence (citizenship) of Principal Parties. This section of the JS 44 is to be completed if diversity of citizenship was indicated above. Mark this section for each principal party.
- IV. Nature of Suit. Place an "X" in the appropriate box. If there are multiple nature of suit codes associated with the case, pick the nature of suit code that is most applicable. Click here for: Nature of Suit Code Descriptions.
- V. Origin. Place an "X" in one of the seven boxes.
  - Original Proceedings. (1) Cases which originate in the United States district courts.

Removed from State Court. (2) Proceedings initiated in state courts may be removed to the district courts under Title 28 U.S.C., Section 1441. Remanded from Appellate Court. (3) Check this box for cases remanded to the district court for further action. Use the date of remand as the filing date.

Reinstated or Reopened. (4) Check this box for cases reinstated or reopened in the district court. Use the reopening date as the filing date. Transferred from Another District. (5) For cases transferred under Title 28 U.S.C. Section 1404(a). Do not use this for within district transfers or multidistrict litigation transfers.

Multidistrict Litigation – Transfer. (6) Check this box when a multidistrict case is transferred into the district under authority of Title 28 U.S.C. Section 1407.

Multidistrict Litigation – Direct File. (8) Check this box when a multidistrict case is filed in the same district as the Master MDL docket.

PLEASE NOTE THAT THERE IS NOT AN ORIGIN CODE 7. Origin Code 7 was used for historical records and is no longer relevant due to changes in statute.

- VI. Cause of Action. Report the civil statute directly related to the cause of action and give a brief description of the cause. **Do not cite jurisdictional statutes unless diversity.** Example: U.S. Civil Statute: 47 USC 553 Brief Description: Unauthorized reception of cable service.
- VII. Requested in Complaint. Class Action. Place an "X" in this box if you are filing a class action under Rule 23, F.R.Cv.P.

  Demand. In this space enter the actual dollar amount being demanded or indicate other demand, such as a preliminary injunction.

  Jury Demand. Check the appropriate box to indicate whether or not a jury is being demanded.
- VIII. Related Cases. This section of the JS 44 is used to reference related pending cases, if any. If there are related pending cases, insert the docket numbers and the corresponding judge names for such cases.

Date and Attorney Signature. Date and sign the civil cover sheet.

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#### **DESIGNATION FORM**

(to be used by counsel or pro se plaintiff to indicate the category of the case for the purpose of assignment to the appropriate calendar)

Address of Plaintiff: 1657 THE F	FAIRWAY #131, JENKINTOW	N, PA 19046			
	AVE. SUITE C, MANHATTAN	N BEACH, CA 90266			
	ELEPHONE CALL TO MY PF				
RELATED CASE, IF ANY:					
Case Number: Judge:	Da	te Terminated:			
Civil cases are deemed related when Yes is answered to any of the	e following questions:				
Is this case related to property included in an earlier number previously terminated action in this court?	red suit pending or within one year	Yes No 🗸			
2. Does this case involve the same issue of fact or grow out of the same transaction as a prior suit yes No V					
3. Does this case involve the validity or infringement of a patent already in suit or any earlier numbered case pending or within one year previously terminated action of this court?					
4. Is this case a second or successive habeas corpus, social sec case filed by the same individual?	urity appeal, or pro se civil rights	Yes No 🗸			
I certify that, to my knowledge, the within case is / is not related to any case now pending or within one year previously terminated action in this court except as noted above.					
DATE: 08/03/2022	Must sign here	PRO SE			
A <del>t</del>	t <del>torney-at-Law</del> -/ Pro Se Plaintiff	Attorney I.D. # (if applicable)			
CIVIL: (Place a √ in one category only)					
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